Result of Complaints Concluded by Rendering Assistance / Clarification

Table 9

Organisations	No. of complaints	Remedial action taken	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Agriculture, Fisheries and Conservation Department	22	2 (9%)	20 (91%)		
Airport Authority	2	1 (50%)	1 (50%)		
Architectural Services Department	4		4 (100%)		
Buildings Department	84	11 (13%)	73 (87%)		10
Census and Statistics Department	2		2 (100%)		
Civil Aviation Department	1		1 (100%)		
Civil Engineering Department	2		2 (100%)		
Companies Registry	8	2 (25%)	6 (75%)		2
Correctional Services Department	162	1 (1%)	135 (83%)	26 (16%)	2
Customs and Excise Department	14	2 (14%)	12 (86%)		
Department of Health	17	2 (12%)	13 (76%)	2 (12%)	
Department of Justice	6		6 (100%)		
Drainage Services Department	25		25 (100%)		
Education Department	44	3 (7%)	41 (93%)		4
Electrical and Mechanical Services Department	7		7 (100%)		
Employees Retraining Board	3	1 (33%)	2 (67%)		
Environmental Protection Department	29	2 (7%)	27 (93%)		5
Equal Opportunities Commission	6	1 (17%)	5 (83%)		
Fire Services Department	13	1 (8%)	12 (92%)		
Food and Environmental Hygiene Department	136	19 (14%)	111 (82%)	6 (4%)	3
General Office of the Chief Executive's Office	5		3 (60%)	2 (40%)	
Government Flying Service	1		1 (100%)		
Government Property Agency	11	1 (9%)	9 (82%)	1 (9%)	2
Government Secretariat					
- Chief Secretary for Administration's Office	14	9 (64%)	5 (36%)		
- Civil Service Bureau	5	3 (60%)	2 (40%)		
- Commerce and Industry Bureau	1		1 (100%)		
- Commerce, Industry and Technology Bureau	1	1 (100%)			
- Economic Services Bureau	1	1 (100%)			
- Economic Development and Labour Bureau	1		1 (100%)		
- Environment, Transport and Works Bureau	13	1 (8%)	12 (92%)		1
- Education and Manpower Bureau	6		5 (83%)	1 (17%)	
- Financial Secretary's Private Office	1		1 (100%)		
- Financial Services and the Treasury Bureau	1		1 (100%)		
- Financial Services Bureau	1	1 (100%)			
- Health, Welfare and Food Bureau	2		2 (100%)		
- Home Affairs Bureau	4	1 (25%)	3 (75%)		1
- Housing, Planning and Lands Bureau	1		1 (100%)		
- Security Bureau	3	1 (33%)	2 (67%)		1
- Transport Bureau	7	1 (14%)	6 (86%)		1
Government Supplies Department	4	1 (25%)	3 (75%)		
Highways Department	23	3 (13%)	20 (87%)		
Home Affairs Department	43	5 (12%)	38 (88%)		8

Organisations	No. of complaints	Remedial action taken	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Hong Kong Arts Development Council	2	1 (50%)	1 (50%)		2
Hong Kong Examinations and Assessment Authority	6	1 (17%)	5 (83%)		1
Hong Kong Housing Authority	17	6 (35%)	11 (65%)		
Hong Kong Housing Society	21	1 (5%)	20 (95%)		
Hong Kong Monetary Authority	9		9 (100%)		
Hong Kong Police Force	1		1 (100%)		
Hong Kong Sport Development Board	2		2 (100%)		
Hospital Authority	54	9 (17%)	41 (76%)	4 (7%)	7
Housing Department	279	49 (17.6%)	225 (80.6%)	5 (1.8%)	23
Immigration Department	49	3 (6%)	43 (88%)	3 (6%)	7
Independent Commission Against Corruption	1		1 (100%)		
Information Service Department	1		1 (100%)		
Inland Revenue Department	30	12 (40%)	18 (60%)		
Intellectual Property Department	1		1 (100%)		
Judiciary Administrator	28	3 (11%)	25 (89%)		
Kowloon-Canton Railway Corporation	11	1 (9%)	10 (91%)		
Labour Department	40		36 (90%)	4 (10%)	
Land Registry	3		3 (100%)		
Lands Department	120	8 (6.7%)	111 (92.5%)	1 (0.8%)	22
Legal Aid Department	36		36 (100%)		1
Legislative Council Secretariat	1		1 (100%)		
Leisure and Cultural Services Department	66	21 (32%)	43 (65%)	2 (3%)	11
Mandatory Provident Fund Schemes Authority	7	2 (29%)	5 (71%)		
Marine Department	2		1 (50%)	1 (50%)	
Office of the Telecommunication Authority	12	1 (8%)	11 (92%)		5
Official Receiver's Office	14	1 (7%)	13 (93%)		1
Planning Department	18	1 (6%)	17 (94%)		1
Post Office	28	11 (39%)	17 (61%)		4
Privacy Commissioner for Personal Data	7		7 (100%)		4
Radio Television Hong Kong	2		2 (100%)		
Rating and Valuation Department	12	2 (17%)	10 (83%)		
Registration and Electoral Office	1		1 (100%)		
Securities and Futures Commission	9		9 (100%)		
Social Welfare Department	78	8 (10%)	61 (78%)	9 (12%)	1
Student Financial Assistance Agency	9	3 (33%)	6 (67%)		
Television and Entertainment Licensing Authority	4	2 (50%)	2 (50%)		1
Territory Development Department	4		4 (100%)		
Trade and Industry Department	3		3 (100%)		
Transport Department	204	17 (8%)	186 (91%)	1 (1%)	2
Treasury	1		1 (100%)		
University Grants Committee, Secretariat	1		1 (100%)		
Urban Renewal Authority	1		1 (100%)		
Vocational Training Council	2		2 (100%)		
Water Supplies Department	63	9 (14%)	54 (86%)		1
Total	**1,996**	**249**	**1,679**	**68**	**134**

Note 1. Organisations under Schedule 1 to The Ombudsman Ordinance with no complaints concluded by Rendering Assistance/Clarification are not shown.

Note 2. On 28 February 2003, the functions of the Education Department (ED) were transferred to the Education and Manpower Bureau (EMB) and the department ceased to exist. Complaints against ED on and after this date were treated as complaints against EMB and counted towards Government Secretariat.